Connected Society

Mobile Internet Skills Training Toolkit

A guide for training people in basic mobile internet skills

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MODULE 7 - ONLINE SAFETY

Module 7 - Online Safety

Bitesize Training

What is it?

"There are many great things that you can use the internet for, but it is important to remember that anyone can use the internet around the world. It is important to treat it like a real-life public place (e.g. a market place) and stay safe."

Materials you will need

Smartphone Handsets

Safety Posters

What can you use it for?

Give out the 'Easy tips for internet safety' sheet

"Just like in a public space, you should:

1. 'Block' or ignore people you don't know or who are bothering you
2. Keep your personal information private (e.g. who you are, where you live, passwords)
3. Tell someone you know and trust if you feel uncomfortable about anything you see or experience on the internet
4. Be polite and respectful to people and do not bother them"

Trainer: To give their own examples for each tip (if time).

How do you stay safe?

Ask trainee which service they want to learn to stay safe on (WhatsApp, YouTube, Wikipedia, Facebook, KaiOS, Android or mobile money).

Demonstrate following the below:

WhatsApp: "If someone you do not know messages you or bothers you on WhatsApp and you do not want them to, you can 'block' them so that they cannot contact you again" Show the '**How To Block**' poster and demonstrate the steps (see p.225).

YouTube: "If you are looking at videos on YouTube and you see one that you think is bad or offensive, you can go back to the previous page, refine your search and continue looking at other videos."
Demonstrate this on YouTube: press the back button, delete the keywords in your search box and change your search by using different keywords.

Wikipedia: "If you are on Wikipedia, all the information is from people all over the world! Remember that you should check what the source of this is to make sure it is correct."
Demonstrate this on Wikipedia: show trainees the list of sources and references at the bottom of a Wikipedia page.

Facebook: "If you are on Facebook you can change who sees your profile and who can contact you."
Demonstrate this on Facebook: show them Privacy Shortcuts where they can adjust who can see their profile and who can contact them with Friend requests.

KaiOS: "If you are using a KaiOS phone, there are a number of ways you can change your phone so that you stay safe. You can find them in the 'privacy and security' on your phone.
Demonstrate this on KaiOS: show trainee how to find the 'privacy and security' via the main KaiOS menu.

Android: "If you don't use your Android phone for some time it will turn the screen off to save the battery. It is important to create a password so that other people can't use your phone if they find it"
Demonstrate this on Android: show trainee how they can set up PIN / passcode on their device to keep it secure.

Mobile money: "Remember that your 'PIN number' is your own personal number. It is really important that you keep this safe as it is how you access your account. Be careful about sharing this number with anyone, even mobile money agents or customer care staff, whether in person, via SMS or the mobile internet!"
Demonstrate this on mobile money service: show trainee when a PIN is needed in a normal mobile money transaction (e.g. when sending money to a friend or family member).

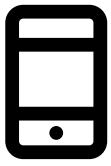
What is it?

"Whenever you use the internet on your phone, you are using 'data'. This means you need to buy data from your mobile network. Some activities on the internet use more data, so cost more to do."

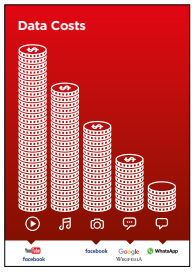
"You can buy data for the internet; it is like buying phone credit for calls and messages. Data for the internet can be bought from your local mobile network agent or phone credit seller who will top it up for you."

"Sometimes internet data can also be bought in 'data vouchers' or 'data cards' that you can use to top up your mobile internet yourself."

Materials you will need



Smartphone Handsets



Cost Poster

What uses data?

Show the cost poster

"Different activities use different amounts of data. Looking at text uses the least data, looking at images uses more, playing and downloading music, stickers and ringtones also uses more and downloading and playing videos uses the most. Videos tend to use more data than other internet uses."

"Some internet services are linked to activities that use more data:

- e.g. watching videos on YouTube tends to use a lot of data
- e.g. Google costs less for looking at text and images, but will cost more if you watch videos"

Explain that "software updates also use data and so will cost money."

How do you check your data costs?

Put the phone in the trainee's hands and help them to follow the steps

"It is useful to check your data to understand how much you have used, and how much different activities cost.

You can check how much data you have, just like when you check how many minutes or texts you have by typing in a code on your phone from your mobile network."

Demonstrate to the trainee how to check data. This is different depending on which country you are in and which network you are with. Ask a mobile agent if you need help.

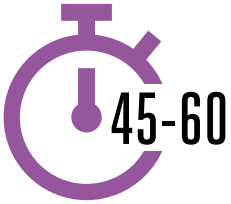
Tip: "You can buy data in different amounts depending on what you are going to use the internet for. Ask for advice from your local mobile agent on which amount is best suited to you."

MOBILE INTERNET SKILLS TRAINING TOOLKIT (MISTT)

In Depth Training

Learning Objectives

- Trainees have a basic understanding of online safety
- Trainees understand that online safety has important implications for children



Time Duration:
45-60mins

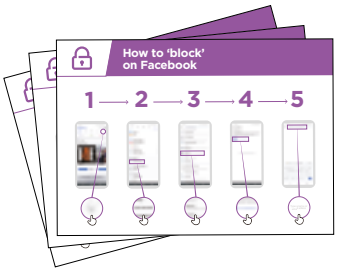
Materials you will need:

Smartphone or KaiOS handset

Active airtime access (mobile SIM or Wi-Fi)

Small rewards

Safety Tips



Safety posters

Introduce Safety

Give a short explanation of what safety is and why it matters

Explain:
"There are many great things that you can use the internet for, but it is important to remember that anyone can use the internet around the world. It is important to treat it like a real-life public place (e.g. a market place) and stay safe."

"There are lots of ways that you can stay safe when using the internet. All phones and apps have 'settings' which you can change to make sure that you are safe!".

Bring the benefits to life!

- Tell your own story of how you (the trainer) have stayed safe when using the internet. This could also include examples from your friends and family.

Some examples might include:

- Blocking unknown numbers on WhatsApp if they seem dangerous or malicious
- Using the 'back' button when finding an unsuitable video on YouTube
- Changing the privacy settings in Facebook so that your profile is only accessible by 'Friends'.
- Setting up a PIN / passcode on your device so that people cannot access your phone if it is stolen. Changing the privacy settings in the phone operating system (e.g. Android or KaiOS)
- Keeping your mobile money PIN safe to prevent fraud.

Make safety relevant

Discuss with the trainees how staying safe when using the internet is important:

Ask:

- "What are the main things you like (or want) to do on the internet?" Give them some suggestions based on their interests
- "Are there things that worry you when you are using the internet?" Trainer to help the trainee understand how they can be safe in these areas.

Dealing with unsolicited contact

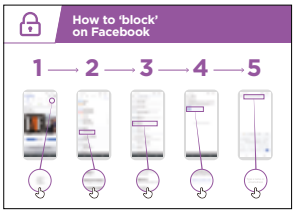
Explain:

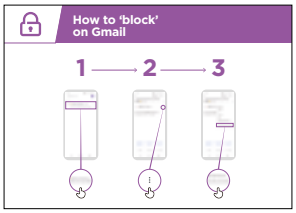
- "The internet helps you to send messages to your friends and family. You can even send messages to people on the other side of the world that you haven't met before! However, this means sometimes that people may send you messages that you don't want to receive."
- "It is really important to teach children how to keep themselves safe when using messaging services (e.g. WhatsApp). If children are using the internet then people can send them bad messages. You can help to protect them by teaching them how to keep their information private and block unwanted contact."
- "On your phone or on the internet you are able to stop any unwanted messages you receive"

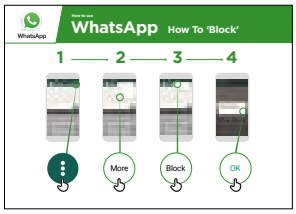
Ask the trainee what is the main way they send messages to other people when using the internet.

Demonstrate on how to block unwanted messages in following programmes using the steps on poster/ their phone: **WhatsApp, Gmail** and **Facebook.**

Show posters for blocking on WhatsApp, Gmail and Facebook.







Explain:

- "You can also take steps to manage who sees your 'posts' on social media. If you only want your close friends or family to see something you limit other people seeing what you have put there."
- "Remember that the internet is a public place and you cannot always control what happens to content once you have shared it. You should only post things that you are happy for other people to see."
- "Remind your children that if they wouldn't want their head teacher or grandmother to see something, they should not risk posting it!"

Tip: You can help trainees to change privacy settings on Facebook by looking at the Facebook module on p.108.

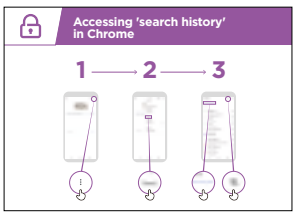
Inappropriate content

Explain: "The internet is very useful and interesting and can help you in many ways. You must be careful - because anyone can write anything or add pictures or videos, it means that sometimes bad things are on the internet."

"There are ways to help keep you and your family are safe when you are using the internet. You can control what you see on your phone and make sure other people who use your phone – including any children – are safe."

Explain: "We are now going to learn how you can see the different websites that you have looked at in the past on Google Chrome."

"Every time you visit a website Google Chrome will keep a record of it – it is like the phone is writing everything down in a big book. If anyone uses your phone – for example your children – it will record which webpages they look at as well."



Show poster accessing browsing history on Chrome

Demonstrate how trainees can look at their 'browsing history' of all the websites that have been visited on their phone on Chrome using the poster / the trainees' phone(s). Show them how they can 'search' the history if they want to or 'clear browsing history'.

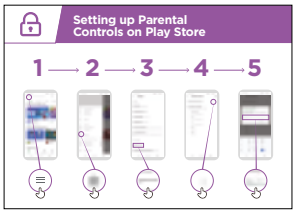
Explain: "If you are sharing a phone with your family you might want to turn on SafeSearch. This means that Google Chrome will show you websites that are suitable for the whole family."

Parental Controls on Play

Explain:

- "The internet has things that are not suitable for children. Like in normal life, some things are not good for children on the internet."
- "If there are children that use your phone, you can do some simple things so that they see good things."

Demonstrate how to turn on 'Parental Controls' on the Google Play Store.



Show poster explaining parental controls in play store

Explain that 'Parental Controls' means that children will not be able to download apps or games that are for adults. They will also only find videos and music in the Play Store that are good for children."

Tip: It is possible to set up Android so that parents are able to control what is on their children's phone. Explain to trainees that this is possible if they are interested.

Reliable information

Explain: "The internet has so many pieces of news, photos, videos and of music - you will never run out! However, it is important to remember that not everything that is on the internet can be trusted."

"The internet is a public place – like a market - and it is important to act in the same way. You cannot trust everything that people tell you or that you see."

"If you have children remember that they will need your help to understand what is good or bad. You can help them understand."

Give your trainees the poster explaining the 5 key tips for spotting false information online.

1. Not everything on the internet is what it says it is. Be careful!
2. People can make fake versions of a website or an app to make it look like a good company (e.g. your phone company) or organization (e.g. your government). If you are unsure, ask someone you trust!
3. People sometimes put false information on the internet (e.g. WhatsApp or Facebook). Don't share something with other people without thinking first!
4. If you hear some news on from the internet, you might want check this by checking on other sites (e.g. trusted news sites like BBC)
5. If you think something you see is dangerous or bad, you can 'report' it so the company (e.g. YouTube) knows there is a problem

Discuss with your trainees what these tips mean for using the internet

Bring the tips to life by using examples that are relevant for your trainees based on your experience. For example, parents may be more concerned about how to help their children avoid incorrect information.

Reporting content on YouTube or Facebook

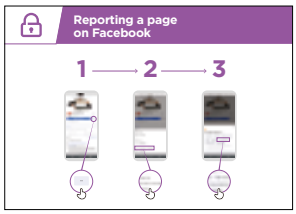
Explain: "If you think that something on the internet is dangerous to you or your family, you can 'report' it to Facebook or YouTube or other internet services. This means that you are telling them something is bad and they need to look at it."

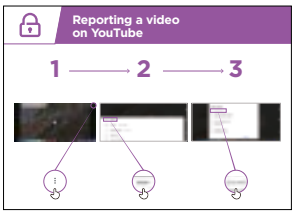
Explain: "You might want to report something because it is violent, it involves terrorism, it might put someone in danger – especially children – or because it is too sexual."

Ask: If they want to learn how to 'report' something on YouTube or Facebook

Demonstrate how to report content on YouTube or Facebook using the steps on the posters.

Show posters for reporting content on YouTube or Facebook





Recap on safety

Discuss with your trainees what they have learned about safety during this session.

"What have you learned about safety when using the internet?"

- Prompt if required: 'blocking' people on messaging platform, dealing with inappropriate content, knowing what to trust on the internet.

- What do you want to use Google Search for in your own life? What are you most interested in and excited about using it for?
- Key lessons are recapped
- **Ask:** "Do you still have any concerns about staying safe when using the internet?"
  - More advanced ideas are suggested for those that are particularly interested

Tip: If appropriate, run the recap as a quiz and give rewards (e.g. sweets) to trainees for playing.

Going to the next level

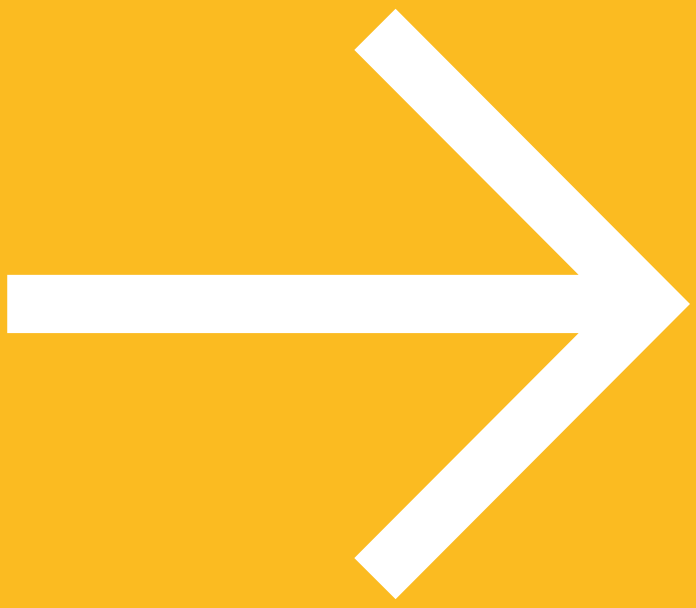
If you reach the end of the session and have extra time:

Ask: "Do you have any further questions about safety?"

Ask: "What else would you like to know about staying safe on the mobile internet?"

Potential areas to discuss, depending on what you or the trainee are interested in, include:

- Common financial scams in your local area
- Learning to understand if a website is trustworthy (e.g. the 'padlock' icon)
- Why downloading apps, music or videos from a computer or memory stick can be dangerous.
- How to delete your Google Account from a computer or another phone if it is stolen
- What is a 'virus'? Using antivirus software to remove a 'virus' from your phone or computer.



Posters Cut-outs And Info-sheets

Easy tips for internet safety

‘Block’ or ignore people you don’t know, or who are bothering you

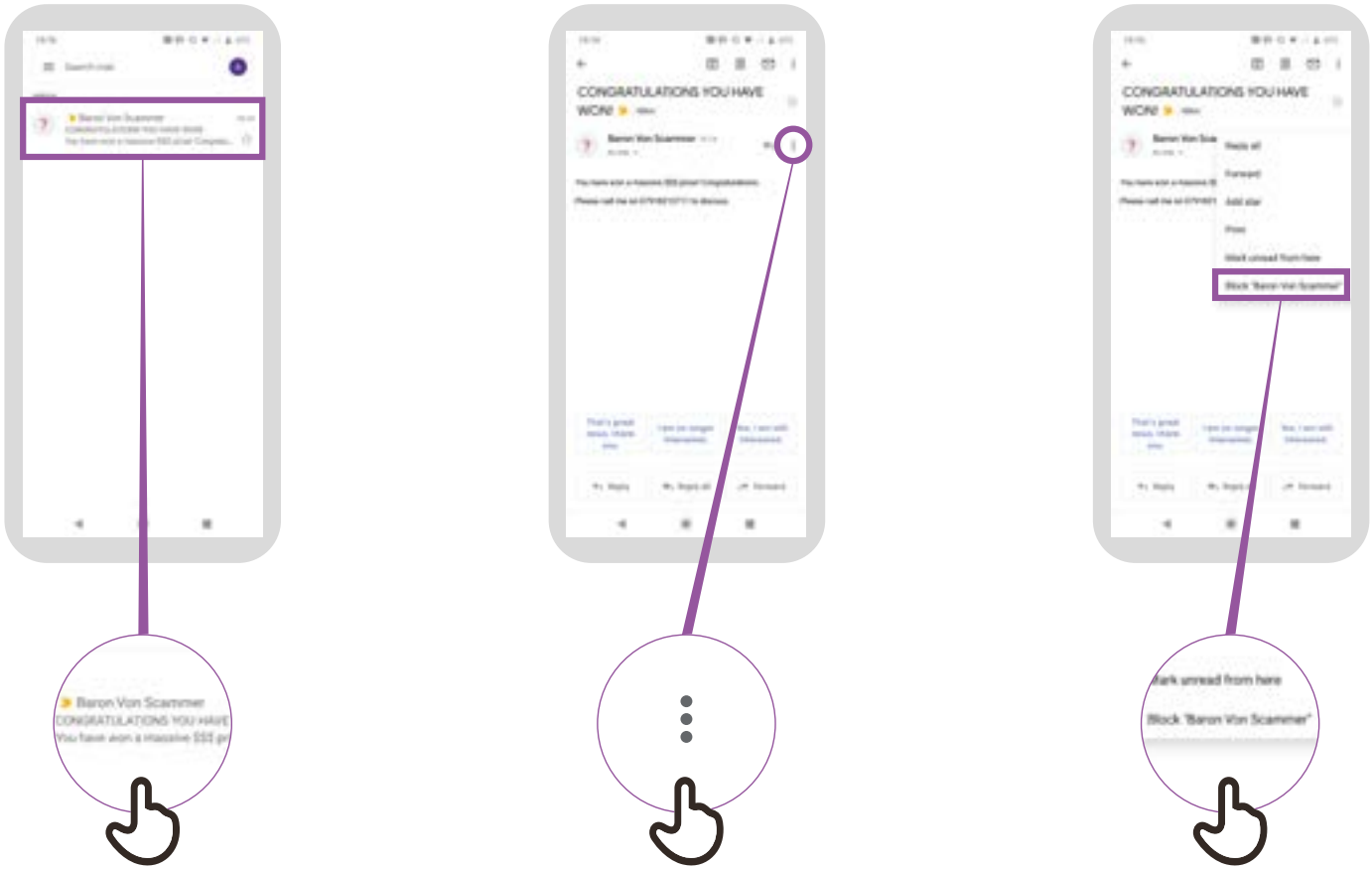
Keep your personal information private

Tell someone you know and trust if you feel uncomfortable about anything you see or experience

Be polite and respectful to people

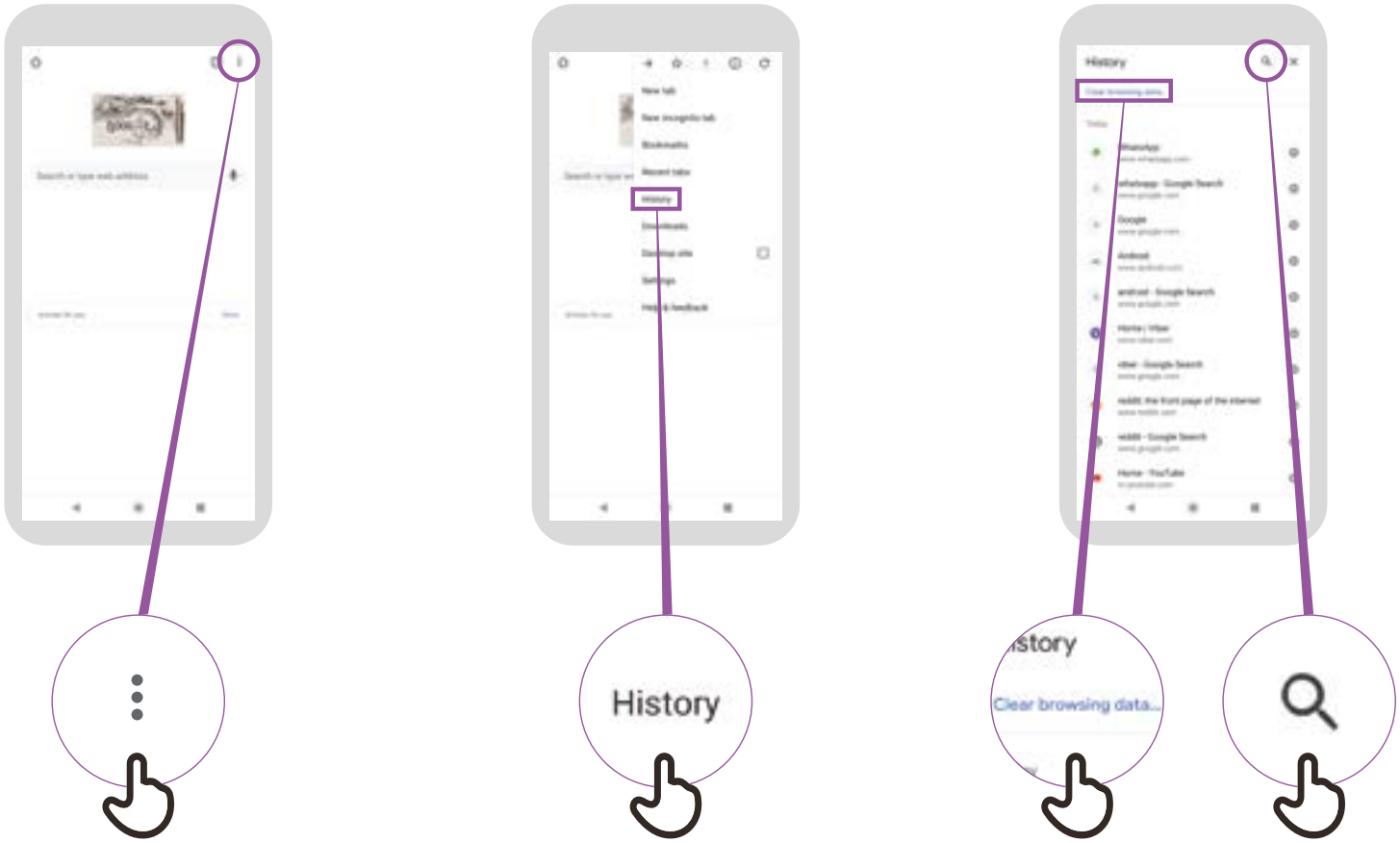
How to ‘block’ on Gmail

1 → 2 → 3



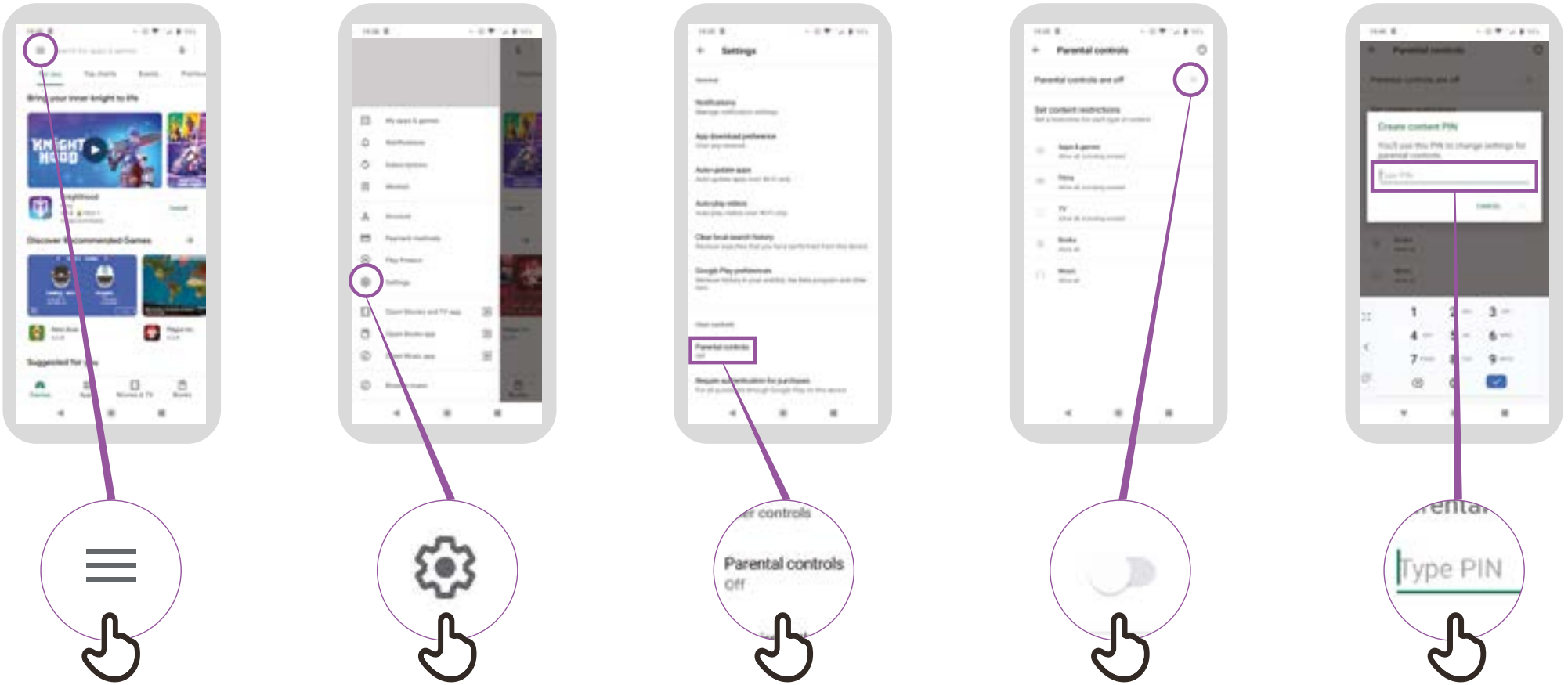
Accessing 'search history' in Chrome

1 → 2 → 3



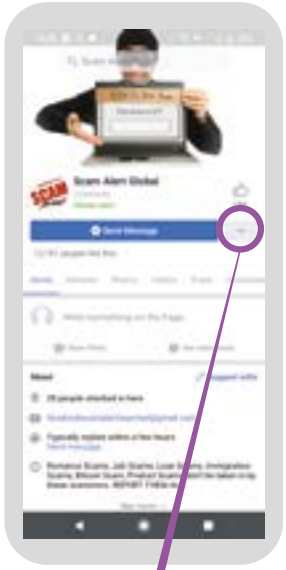
Setting up Parental Controls on Play Store

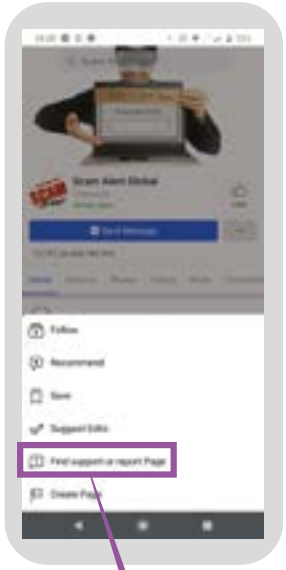
1 → 2 → 3 → 4 → 5

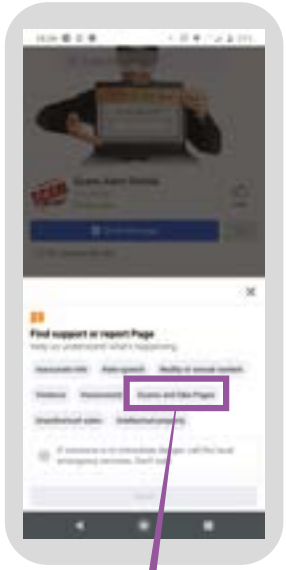


Reporting a page on Facebook

1 → 2 → 3

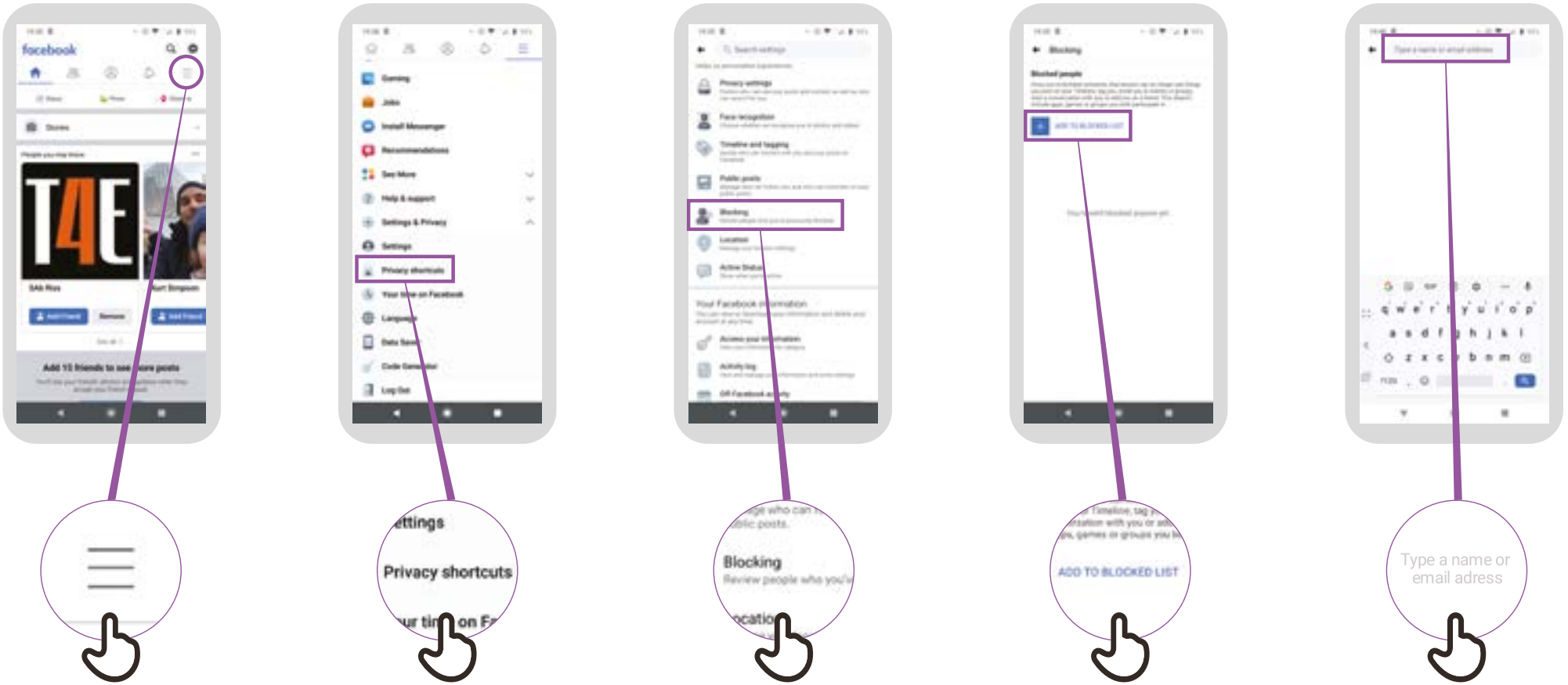






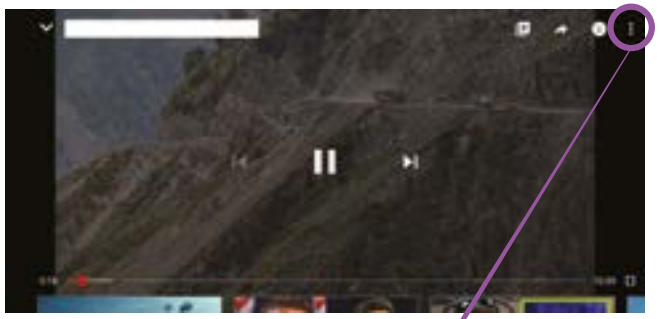
How to ‘block’ on Facebook

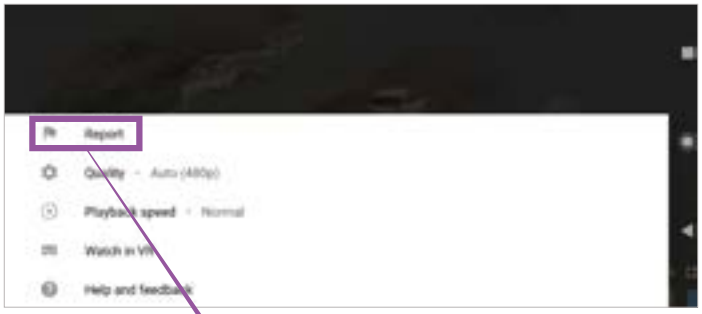
1 → 2 → 3 → 4 → 5

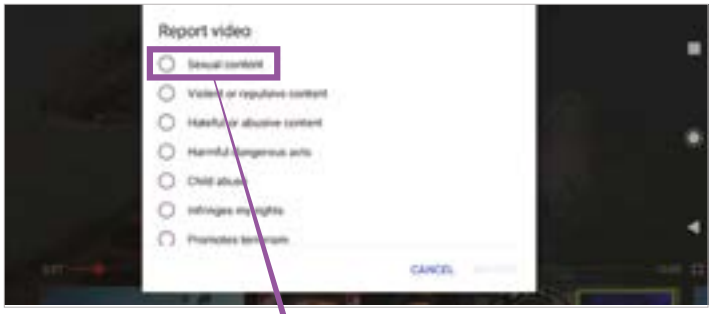


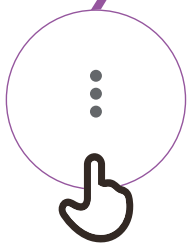
Reporting a video on YouTube

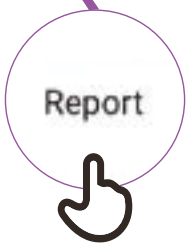
1 → 2 → 3







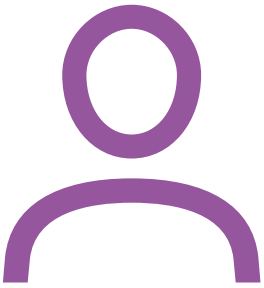




False information

Be careful!

If you are unsure, ask someone you trust!



Don’t share something with other people without thinking first!

Check other sites

Report it